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AUTHOR	Cassata, Mary B.; Palmer, Roger C.
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ABSTRACT

In response to a directive to the Director of Libraries, State University of New York at Buffalo, to investigate the possibility of establishing a resource/research office to handle the specialized reference needs of university administrators, this document outlines a proposed Office of Specialized Services (OSS). Staff, clientele and dates of pilot operation are spelled out, along with services to be provided (current awareness, reference service, photo copy service, literature searches, existing abstracts, requests, special telephone number, special requests), services not provided (report writing, editing), staff job descriptions and proposed development of a data base. Budget requirements and plans for post-pilot continuation of services are presented. Proposed forms for use by the OSS, including client profiles, search requests and request analyses, are appended. (Author/KE)

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PROPOSAL FOR AN INFORMATION SERVICE FOR UNIVERSITY ADMINISTRATORS

Office of Specialized Services - Implementation

Mary B. Cassata
Assistant Director for Public Services

Roger C. Palmer
Administrative Assistant, Public Services

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OFFICE OF SPECIALIZED SERVICES - Implementation

OVERVIEW

In a memorandum dated April 30, 1973, the President of SUNYAB, Robert L. Ketter, requested the Director of Libraries, Eldred Smith, to investigate the possibility of establishing a resource/research office to handle the specialized reference needs of University administrators. In response to that request this paper outlines a proposed OFFICE OF SPECIALIZED SERVICES.

IMPLEMENTATION

It is recommended that a two-phase operation be initiated to bring the service to full operating potential.

PHASE I

A. STAFF

POSITION DESCRIPTOR	RANK	HRS/WK
Coordinator/Searcher	PR	8
Searcher	PR	6
Searcher	PR	6
Data Assistant	SA	15

B. CLIENTELE

During this period, service would be available to the PRESIDENT of SUNYAB, the VICE-PRESIDENTS of the University, and the ASSISTANTS TO THE PRESIDENT.

C. DATES OF OPERATION

Phase I is to be considered experimental and will be operational from July 15-December 31, 1973. During this period, the Coordinator will be administratively responsible to the Assistant Director for Public Services and will prepare a report covering the effectiveness of the service coupled with recommendations for the future. The report will be due on December 1, 1973.

D. SERVICES PROVIDED

1. CURRENT AWARENESS. Based on the individual profiles of clientele (OSS Form - 1), a selected and appropriate group of journals will be regularly reviewed for specific articles of interest to individuals indicated in section B.

2. REFERENCE SERVICE. Although regular reference service will be available through normal channels, OSS will also furnish reference services.

3. PHOTOCOPY SERVICE. Xerox copies of relevant materials will be made available.

4. LITERATURE SEARCHES. Literature searches involving the resources of all SUNYAB University Libraries as well as whatever external resources are necessary will be undertaken.

5. ABSTRACTING. Extracts, abstracts, and annotations that exist in the literature will be provided.

6. REQUESTING. Requests will be taken by telephone, by mail, or in person. Information will be supplied by whatever means deemed appropriate by the requestor, to include special courier service.

7. SPECIAL TELEPHONE NUMBER. The extension 3121 will be reserved for OSS clients.

8. SPECIAL REQUESTS. Special requests, not accounted for above, will be considered.

E. SERVICES NOT INCLUDED

1. Report writing.
2. Editing of reports originating in client offices.

F. OSS STAFF RESPONSIBILITIES

1. Project Coordinator and Searcher, Roger C. Palmer.

The Coordinator works as an intermediary between required administrative functions of the University Libraries and the OSS. The Coordinator will also be an equal member of the Search Team.

2. Searchers, Charles Popovich and Katherine Weir.

Members of the professional search team will perform the duties outlined in section D.

3. Data Assistant, selected graduate student.

A graduate student who will assist in various search and retrieval activities will work with the professional searchers.

G. DATA BASE

A chief objective of Phase I will be the creation of a data base for permanent use by the service.

PHASE II

Expansion of the service to include Deans and other administrative officers is envisioned. Service expansion and required additional resources to support that expansion will be discussed in the Coordinator's December 1 report to the Assistant Director for Public Services. It is expected that Phase II will begin on January 1, 1974 at which time the OSS will be absorbed into the University Libraries Reference Department.

Budget Statement

PHASE I

Personnel

Data Assistant at 15 hours/week at $3.00 per hour for 24 weeks	$1,080.00

M & O

Stationery, printed forms, photocopies, etc.	1,000.00
TOTAL	$2,080.00

Note: Cost projections for Phase II will be made on the basis of the evaluative report at the completion of Phase I. It is expected that costs for Phase II will increase appreciably, for as the scope of this service expands, computer search techniques such as the ERIC Tapes, the Psychology Abstracts tapes, etc. may necessarily have to be resorted to in order to offer the same quality of service. Staffing increments are also envisioned; i.e., I envision perhaps a need for additional data assistant help and perhaps the addition of a 0.5 FTE professional staff memeber increasing that component to 1.0 FTE professional.

APPENDIX - Proposed forms for use by the Office of Specialized Services

OSS Form - 1	SDI/CURRENT AWARENESS PROFILE To be completed by clients, information concerning administrative responsibilities and general research activities will be supplied so that an SDI/Current Awareness program can be implemented.
OSS Form - 2	ADMIN/SEARCH This form, an adaptation of the National Library of Medicine's Medlars Search Request, will be used by clients for individual search requests.
OSS Form - 3	REQUEST FOR ADDITIONAL INFORMATION Supplied with completed searches, provides the client with the opportunity of requesting corrected or additional information.
OSS Form - 4	REQUEST ANALYSIS To be complted by searcher, provides means of collecting detailed statistical information and will facilitate review of past search strategies for relationships to current projects.

OFFICE OF SPECIALIZED SERVICES --- SUNY at Buffalo

SDI/CURRENT AWARENESS PROFILE Date:

1. Individual for whom this service is to be provided

FIRST MIDDLE LAST TELEPHONE

2. Title

3. Campus address

4. Name of individual completing this form if different from 1.

PART I - DESCRIPTION OF ADMINISTRATIVE RESPONSIBILITIES

Space is provided below for descriptions of four (4) administrative responsibilities for which you desire SELECTIVE DISSEMINATION OF INFORMATION or CURRENT AWARENESS of new research. Based on the descriptions, appropriate journals will be reviewed for articles (or other forms of research) dealing with your described responsibility. Each month, this office will provide either (1) a list of citations of articles dealing with the administrative responsibilities described (CURRENT AWARENESS), after receiving the citations requests may then be made for photocopies of any articles desired, or (2) a list of citations with photocopies of all articles cited will automatically be supplied (SELECTIVE DISSEMINATION OF INFORMATION). An individual decision on the type of service desired may be indicated for each description provided.

DESCRIPTION I

Check one: ( ) Current Awareness ( ) SDI

DESCRIPTION II

Check one: ( ) Current Awareness ( ) SDI

DESCRIPTION III

Check one: ( ) Current Awareness ( ) SDI

DESCRIPTION IV

Check one: ( ) Current Awareness ( ) SDI

PART II - DESCRIPTION OF ADDITIONAL RESEARCH INTERESTS

Space is provided below for two (2) areas of research interest not directly related to your administrative responsibilities.

DESCRIPTION I

Check one: ( ) Current Awareness ( ) SDI

DESCRIPTION II

Check one: ( ) Current Awareness ( ) SDI

OFFICE OF SPECIALIZED SERVICES --- SUNY at Buffalo

	DATE
ADMIN/SEARCH Serial #:	Is this your first request? ( ) Yes ( ) No

1. Individual who will actually use this search

First	Middle	Last	Telephone

2. Title

3. Campus address

4. Address, if to be sent off-campus

5. Request submitted by (if different from above)

6. Search Analyst (leave blank)

ALL OF THE QUESTIONS THAT FOLLOW ARE DESIGNED TO PROVIDE INFORMATION NEEDED TO DEVELOP MATERIAL THAT IS RESPONSIVE TO YOUR NEEDS. YOUR CARE IN PROVIDING FULL INFORMATION WILL AFFECT THE USEFULNESS OF THE CITATIONS THAT YOU WILL RECEIVE.

7. DETAILED STATEMENT OF REQUIREMENTS: Please describe, in your own words, the subject matter for which the search is to be conducted. Be as specific as possible. Define any terms that may have special meaning in your request. Also if there are points NOT to be included, please state these.

8. SEARCH PURPOSE: Please indicate the purpose for which this search will be used (e.g., preparation of a book, book chapter, journal article, or review article; for immediate administrative application; ongoing research; prospective research; grant application; paper presented at symposium, etc.). Give specific details that will put your request into context.

9. SEARCH LIMITATIONS: Please state limitations that are appropriate to the scope of your request. State your needs as specifically as possible, even though we may not be able to meet these precise needs in some cases. Your replies will allow the search analyst to design a strategy that, as far as possible, will avoid types of literature that are of no interest to you.

10. KNOWN RELEVANT PAPERS: If you have already found some literature relevant to the information you are requesting in this search, please provide citations below.

OFFICE OF SPECIALIZED SERVICES --- SUNY at Buffalo

REQUEST FOR ADDITIONAL INFORMATION Date:

1. Individual for whom information is to be provided

FIRST MIDDLE LAST TELEPHONE

2. Title

3. Campus address

4. Individual requesting additional information if different from 1.

ADMIN/SEARCH #: _____

A review of the material supplied in the above stated ADMIN/SEARCH has resulted in the need for additional information because:

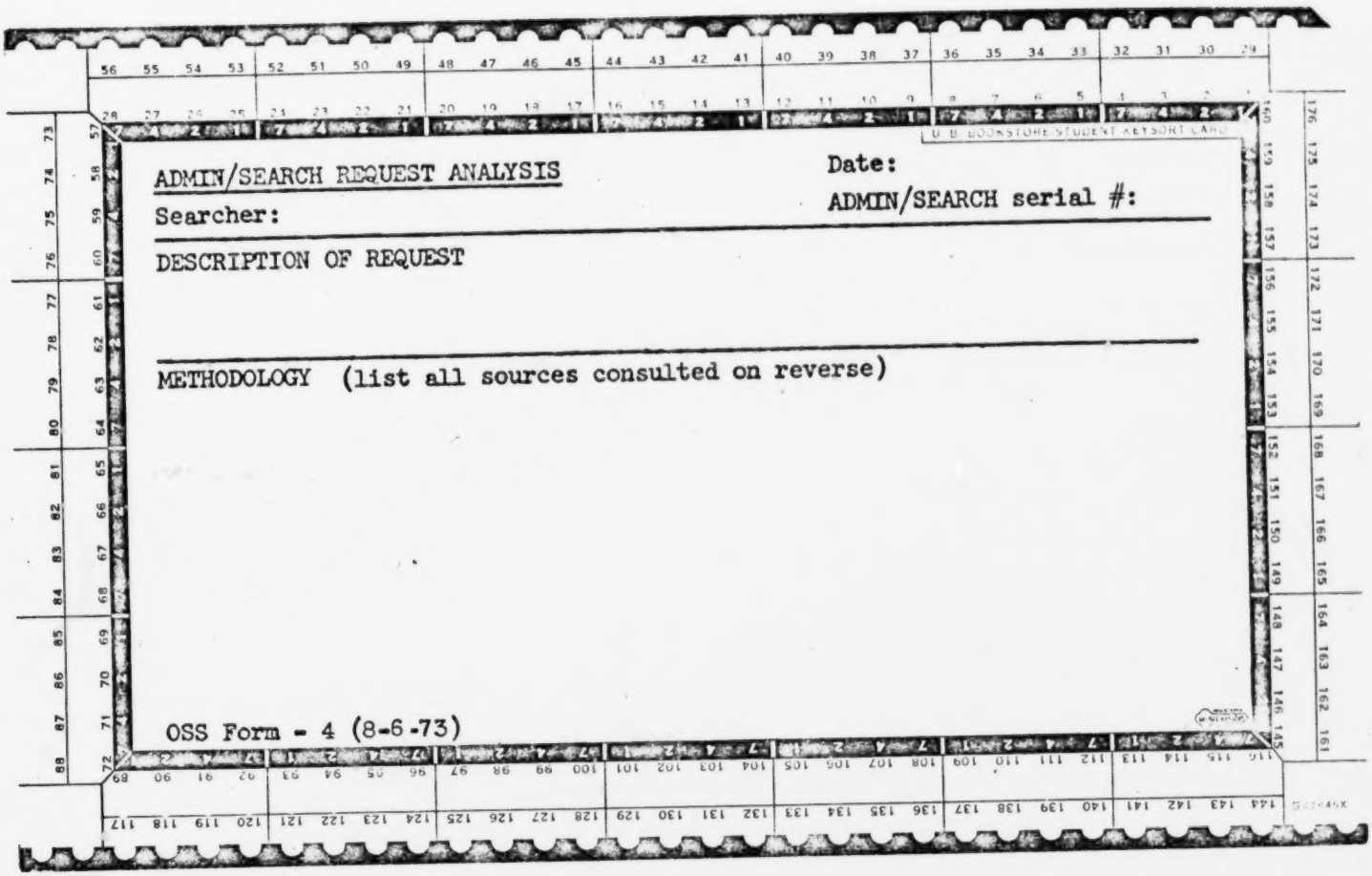
___ a. Insufficient material was provided in the original search.

___ b. Information supplied in original search does not meet our needs (explanation is given below).

___ c. Information supplied in original search was adequate but a review of the material has led to a need for additional items.

Please cite those sources provided in the original search that were helpful.

Describe, from point(s) of view not given in the original search request, your problem. Give any additional information that would be useful in the new search.



The form shown above, ADMIN/SEARCH REQUEST ANALYSIS (OSS Form - 4), is one of the most important that will be used by the service. It has many important uses:

1. It will provide valid statistics in a large number of areas.
   a. Use of the Service by clientele.
   b. Use of various types of service.
   c. Frequency of use for basic resources.
   d. Use of various formats.
   e. Quantity of materials supplied.
   f. Methods used to tap the Service.
   g. Subjects most frequently researched.

2. Most important, it will serve as a resource so that past search strategies can be reviewed prior to the start of a new search.

SEARCHER'S EVALUATION FORM ADMIN/SEARCH REQUEST ANALYSIS OSS Form - 4

Key to Numerical Assignments

A. Clientele
1. President, SUNYAB (incl. Assistants)
2. Academic Affairs, VP
3. Facilities Planning, VP
4. Health Sciences, VP
5. Operations and Systems, VP
6. Research, VP
7. Student Affairs, VP
8. University Relations, VP
9. Open
10. Open
11. Open
12. Open
13. Open
14. Open
15. Open
16. Open
17. Open
18. Open
19. Open
20. Open
21. Director, SUNYAB Libraries
22. Public Services, Assistant Director
23. Open
24. Open
25. Open
26. Open
27. Open
28. Open

B. Type of Service Performed (By increasing degrees of complexity)
29. Information (3 min. or less)
30. Reference (more than 3 min. to 10 min. maximum)
31. Search (more than 10 min., specify in evaluation)
32. Consultation (Initial request and 1 or more consultation, specify total time in evaluation)
33. Other (specify in evaluation)

C. Information Sources Consulted
34. ERIC/Research in Education
35. ERIC/ CIJE
36. Education Index (Wilson)
37. Card Catalog
38. Encyclopedia of Educational Research
39. Encyclopedia of Education

40. Guide to Federal Assistance for Education
41. Columbia, Teachers College Dictionary Catalog
42. Sources in Educational Research
43. LC, Books: Subjects
44. Books and Monographs (specify)
45. Bulletins and Newsletters (specify)
46. U.S. Government Publications (specify)
47. Putting Research into Educational Practice (PREP) (specify)
48. Pamphlets (specify)
49. Human Resources (specify)
50. Statistics (specify)
51. Locally Produced Literature (specify)
52. Serials (specify)
53. Newspaper Clippings (specify)
54. Historical Documents (specify)
55. Others, not listed above (specify)

D. Material Supplied (format)
56. Original
57. Hardcopy
58. Microform
59. Typed
60. Not available
61. (Current awareness)

E. Number of Items Supplied
62. 1
63. 2-5
64. 6-10
65. 11 or more

F. Contact Method
66. Visit
67. Admin/Search Form, received by mail
68. Telephone
69. Combination 66, 67
70. Combination 66, 68
71. Combination 67, 68
72. Combination 66, 67, 68
73. Other

G. Subject Classification Codes
74. Ability (incl. grouping/identification)
75. Abstracting
76. Academic ability/achievement
77. Academic enrichment
78. Academic failure
79. Academic freedom
80. Academic rank

81. Accounting
82. Accreditation
83. Acculturation
84. Administration
85. Admission criteria
86. Adult education
87. Audiovisual communication
88. Behavior
89. Bibliography
90. Biography
91. Books
92. Business
93. Careers
94. Childhood
95. Children
96. Civil rights
97. Collective bargaining
98. College administration
99. College students
100. Computers
101. Cost effectiveness
102. Counseling
103. Curriculum
104. Decision making
105. Doctoral programs
106. Dropout characteristics
107. Educational philosophy
108. Experimental programs
109. Facilities
110. Faculty
111. Federal legislation
112. Foreign students
113. Freshmen
114. Graduate students
115. Health services
116. Inservice education
117. Institutes
118. Instructional materials
119. Jobs
120. Laws
121. Learning
122. Librarians
123. Libraries
124. Management
125. Measurement
126. Medical education
127. Medical research
128. Mental illness
129. Methods research
130. Models
131. Motivation

132. Narcotics
133. Occupation
134. Off campus facilities
135. Operating expenses
136. Operations research
137. Orientation
138. Parking
139. Performance
140. Physically handicapped
141. Placement
142. Policy
143. Program (improvement/planning)
144. Rehabilitation
145. Research
146. Social differences
147. Staff utilization
148. Statistical analysis
149. Student attitudes
150. Students
151. Success factors
152. Summer programs
153. Task analysis
154. Technological advancement
155. Testing
156. Undergraduates
157. Universities
158. Use studies

159 - 170 expansion

H. Searcher Identification Codes

171. Roger C. Palmer
172. Charles Popovich
173. Katherine Weir
174. Open
175. Open
176. Open